

Appendix I: Alabama Relay Literature

12-Page Booklet – Cover Page:

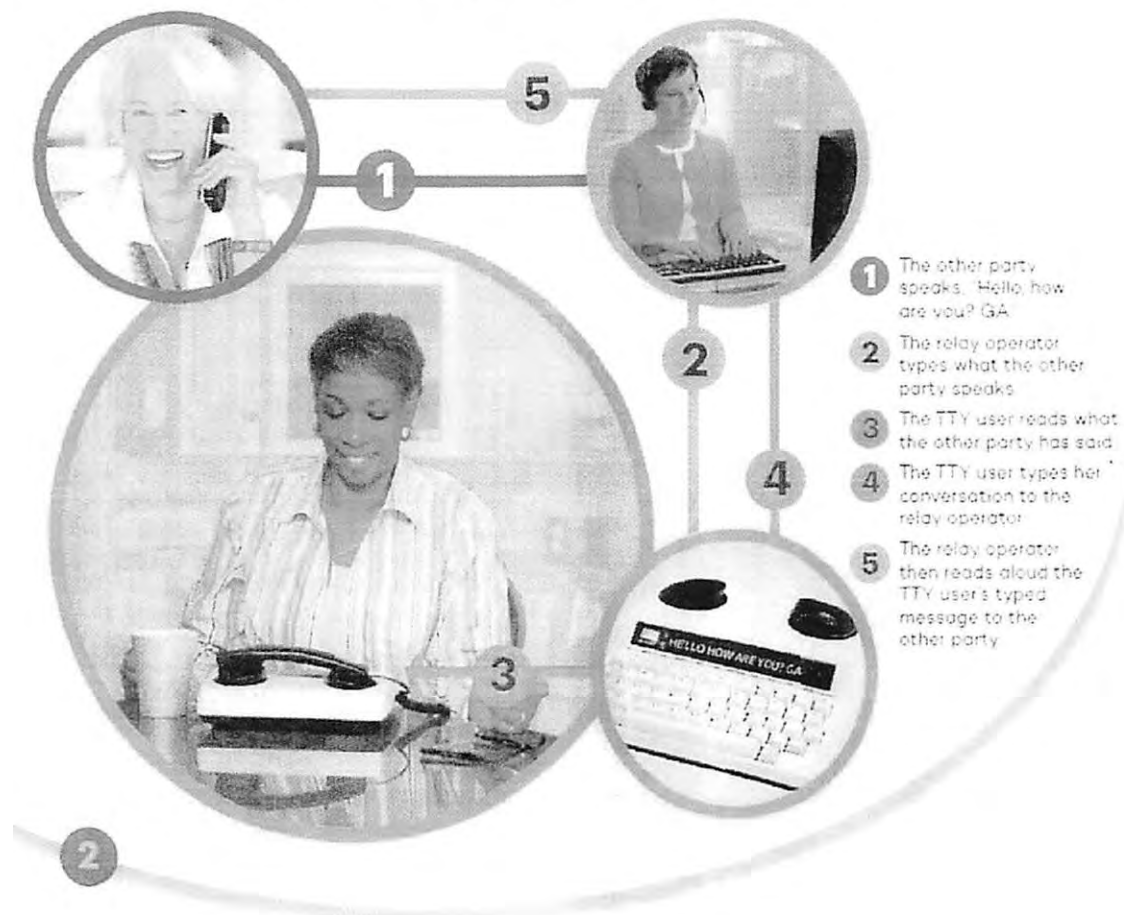
Need to make a phone call to
someone who has a hearing
loss or speech disability?

Get Connected
with Alabama Relay!



Bring people together with ALABAMA RELAY

HOW DOES THE ALABAMA RELAY SERVICE WORK?



ALABAMA RELAY can offer calling freedom!

Making calls through Alabama Relay is liberating, enjoyable and convenient. Alabama Relay, a free, 24-hour service, allows callers who are deaf, hard of hearing, deafblind or speech disabled to call anybody using relay services.

Just dial **711** and call anyone, anywhere and anytime with Alabama Relay.

HOW TO CONNECT?

- Dial **711** to connect with a relay operator.
- Give the relay operator the phone number you want to call.
- The relay operator will then dial the other party's number.
- The relay operator will relay the conversation between you and the other party by typing or voicing.

RELAY NUMBERS

TTY
711 or 800-548-2546

Voice
711 or 800-548-2547

TeleBraille
711 or 844-302-0324

Voice Carry-Over
711 or 800-548-0259

Hearing Carry-Over
711 or 800-548-2546

Speech-to-Speech
711 or 800-548-2928

900 Services
900-230-4323

Spanish Relay
711 or 800-548-8317



For people with speech disabilities who prefer to speak for themselves on the phone.

Speech to Speech

711 or 800-548-2928

Alabama Relay Speech to Speech (STS) is a free service for people who have a speech disability or use a voice synthesizer. STS allows them to speak for themselves on the phone. A trained STS operator listens to the conversation and repeats the STS user's message whenever needed.

- 1 The STS user speaks directly to the other party.
- 2 If needed, the relay operator repeats the STS user's spoken words.
- 3 The other party talks directly to the STS user.

ENHANCED STS

This feature makes call setup much easier for STS users.

In order to speed up the setup of the call, Alabama Relay offers **My Email Set Up**. Now, you can email call instructions or information 2 to 24 hours prior to the call. This can include information such as:

- the number to be dialed
- the name of the person being called
- any special instructions
- the nature of the call
- anything that makes it easier for you to complete the call

For more information on STS services:

- 4 alabamarelay.com/sts



For people who can hear
but are unable to speak.

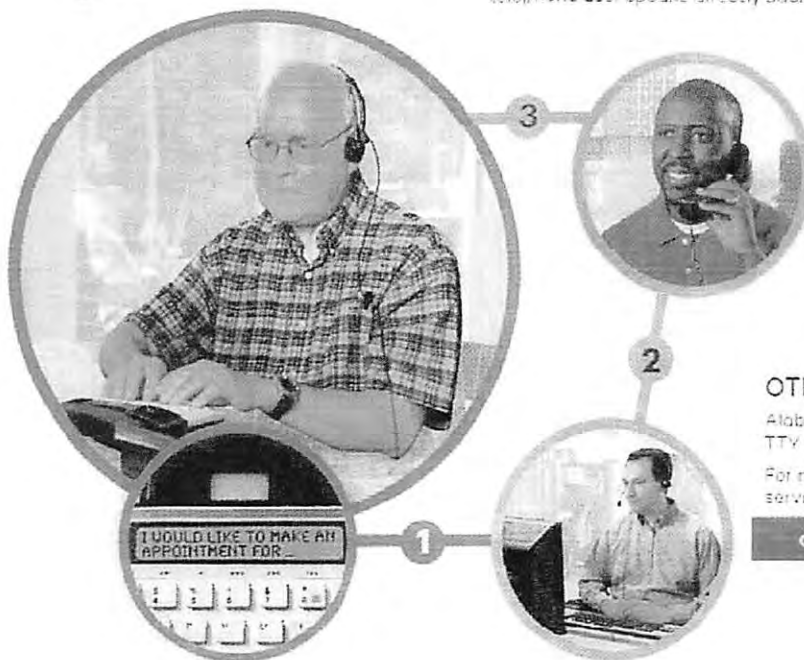
Hearing Carry-Over

711 or 800-548-2546

- 1 The HCO user types their words to the relay operator.
- 2 The relay operator voices the typed message to the other party.
- 3 The other party speaks directly to the HCO user.

People who are hearing and unable to speak directly on the phone, due to a speech disability, can use the **Alabama Relay Hearing Carry-Over (HCO) service**.

HCO allows users with a speech disability to listen to the other party. The HCO user types their conversation for the relay operator to voice to the standard telephone user, and the standard telephone user speaks directly back to the HCO user.



OTHER HCO FEATURES

Alabama Relay also offers HCO to TTY and HCO to HCO.

For more information on HCO services:

alabamarelay.com/hco

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For people with a hearing loss
who prefer to speak.

Voice Carry-Over

711 or 800-548-0259

Alabama Relay offers Voice Carry-Over (VCO), a free service that enables a person with hearing loss or who became deafened later in life to use their voice to speak directly to the other party on the phone.

- 1 Mother speaks to her son directly.
- 2 The son speaks to his mother, and the relay operator types everything the son says, word for word, to the mother.
- 3 The mother reads on a TTY screen what her son says.

OTHER VCO FEATURES

Alabama Relay also offers three call features: VCO to TTY, VCO to VCO, and VCO to HCO.

For more information on VCO services:

6 alabamarelay.com/vco



TeleBraille Relay Service provides equal telephone access for DeafBlind users.

TeleBraille

711 or 844-302-0324

TeleBraille Relay allows DeafBlind users who use TeleBraille TTYs or large visual displays, or DeafBlind users who prefer slower typing speeds, to read messages at their preferred pace.



- 1 The other party speaks to the relay operator
- 2 The relay operator types the other party's conversation to the DeafBlind user
- 3 The DeafBlind user reads the conversation via their TeleBraille TTY or large visual display then types their response

TEXT PACING:

During calls, the relay operator will type at a normal speed, yet the message will come across the TeleBraille TTY at a rate of 15 words per minute, allowing users to achieve a more readable rhythm. Users can request increased or decreased rates of text in increments of 5 words per minute.

alabamarelay.com/telebraille

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For people with hearing loss who prefer to speak, listen and read captions on the phone.

CapTel® Service

Captioned Telephone Service (CapTel) through Alabama Relay offers anyone with a hearing loss the ability to communicate on the phone independently.

Listen, read and respond to callers easily with the CapTel phone!



- 1** The CapTel user speaks directly to the other party using a CapTel phone.
- 2** The other party speaks directly to the CapTel user, with all of their words transcribed by a trained operator into text using voice-recognition technology.
- 3** The CapTel user listens with their residual hearing and reads the conversation on the CapTel display screen.

HOW TO GET A CAPTEL PHONE

Alabama Relay residents may qualify to receive a CapTel phone at little or no cost through the Alabama Telecommunications Access Program (ATAP).

For more information on ATAP go to page 11.

Alabama Relay residents who do not qualify for a CapTel phone through the ATAP may purchase a CapTel phone at weibrecht.com/captel-alabama.html.

alabamarelay.com/captel

Other Relay Features

TTY Payphone

711 or 800-548-2546

TTY users using a TTY payphone can use Alabama Relay to assist in connecting calls.

900 Pay Per Call

900-230-4323

Relay users can dial the toll-free 900 number to connect with Alabama Relay. A relay operator will then dial the requested outbound 900 service number.

The caller is responsible for direct billing.

International Calls

605-224-1837

Alabama Relay allows callers to place and receive calls to and from anywhere in the world in English or Spanish languages.

Directory Assistance

Alabama Relay will relay Directory Assistance (DA) calls between relay users and a DA operator. After obtaining the number, the caller may choose to place the call through Alabama Relay or dial directly.

Important

Dial 911 for Emergency Calls Only

711 is **NOT** an emergency number.

In case of an emergency, relay users should call the TTY-equipped 911 center or emergency services center in their communities.

Alabama Relay can process emergency calls, but it may take longer.

TTY users who cannot obtain emergency services via 911 may call 711 and inform the relay operator there is an emergency.



Para personas que prefieren comunicarse en español.

Relevo de Alabama

711 o 800-548-8317

Español a español

El Servicio de Relevo de Alabama es un servicio de asistencia gratis para todos que brinda acceso telefónico completo a fin de poder comunicarse con personas sordas, con dificultades para escuchar, sordociegos y aquellas personas con dificultad del habla. Llamando con un teléfono regular o teletexto (TTY, un teléfono especial con teclado similar a una máquina de escribir), el relevo facilita la comunicación las 24 horas del día y los 365 días del año.

Los usuarios del servicio de relevo no necesitan memorizar el número de servicio de relevo. Simplemente marca 711 para comunicarte con el servicio de relevo. La confidencialidad entre el usuario y el operador de relevo está garantizada por la Comisión Federal de Comunicaciones (FCC, por sus siglas en inglés) mediante la reglamentación correspondiente.

Usar el Servicio de Relevo de Alabama es fácil. Una persona oyente o una persona sorda pueden marcar el 711 para comunicarse con un operador de relevo. El operador de relevo actúa como intermediario en la conversación, leyendo los mensajes escritos en el TTY a la persona oyente mientras escribe las respuestas en el TTY para la persona con dificultades para escuchar.



1 La persona que llama marca 711 y se comunica con un operador de relevo. Luego, la persona que llama habla: "Hola, ¿Cómo estás?"

2 El operador de relevo escribe lo que dice la persona que llama.

3 El usuario de TTY lee en el dispositivo las palabras habladas.

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Para más información:

alabamarelay.com/spanish

Alabama Telecommunications Access Program (ATAP)

The Alabama Telecommunications Access Program (ATAP) provides TTYs and other adaptive equipment to Alabamians with a hearing loss and speech disabilities who require special equipment to access the telephone system from their telecommunication carriers. Qualifying individuals may receive services and assistive equipment at little or no cost.

What type of equipment is available?

- TTYs, large visual display (LVD) TTYs and CapTel phones
- Amplified phones and ring/flashers
- Voice carry-over and hearing carry-over phones
- In-home notification systems for doors, phones, etc.
- TTY software and corresponding modem for personal computers
- Other adaptive equipment needed to connect to the telephone system



For more information, contact the main regional office at:

- 205-343-2883 (Voice & TTY)
- www.alabamarelay.com/atap (Website)

Customer Profile

Customer profiles make relay services better for you.

The Customer Profile allows relay service users to submit their preferences, such as:

- Frequently dialed numbers
- Emergency numbers
- Customer notes

Relay callers have the flexibility of updating their preferences at any time by going to mysprintrelay.com or requesting a form through customer service.

For questions or feedback, contact us!



Alabama Relay Customer Support

- 800-676-3777 (TTY/Voice)
- 877-787-1989 (Speech-to-Speech only)
- 866-931-9027 (Voice Carry-Over only)
- Sprint.TRSCustServ@sprint.com (Email)
- alabamarelay.com (Website)

CapTel Customer Support

- 888-269-7477 (CapTel/TTY/Voice)
- 866-670-9134 (Español)
- 608-204-6167 (Fax)
- captel@captel.com (Email)

Alabama Telecommunications Access Program (ATAP)

- 205-345-2883 (Voice/TTY)
- alabamarelay.com/atap (Website)



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A-FRM-0000

Appendix I (Part II): Alabama Relay Literature

TRS and CapTel Flyers:

Alabama Relay Service

provides a communication bridge between hearing, deaf, hard-of-hearing, deaf-blind, speech-disabled, and late-deafened individuals!

Just Dial **7-1-1** or use these toll-free numbers:

Website:	www.alabamarelay.com
800-548-2546	TTY
800-548-2547	Voice
800-548-0259	Voice Carry-Over (VCO)
800-548-2546	Hearing Carry-Over (HCO)
800-548-8317	Spanish Relay
800-548-2928	Speech-to-Speech (STS)
844-302-0324	Deaf-Blind Pacing
900-230-4323	900 (Not Toll-Free)
800-676-3777	Customer Service
800-676-4290	Spanish Customer Service
877-787-1989	Speech-to-Speech Customer Service
866-931-9027	Voice Carry-Over Customer Service

* Some buildings with a PBX telephone system (often in hotels and offices that have extension numbers) make reaching 7-1-1 not possible. If you are unable to connect to 7-1-1, please use the alternative number given for each type of relay service call.



www.alabamarelay.com

Alabama Relay Captioned Telephone Service

Free** Captioned Telephone Service by Alabama Relay enables individuals with a hearing loss to read what their caller says, while they speak and listen on the telephone.

- Built-in answering machine with captions
- Large, easy-to-read captions on a display screen with adjustable font sizes & colors
- Up to 40dB volume amplification for captioned calls***
- To order a CapTel® phone, go to www.alabamarelay.com/order

** CapTel users are responsible for their own long-distance charges.

*** When not using captions, max amplification is capped at 18dB.



Although CapTel can be used for emergency calling, such emergency calling may not function the same as traditional 911/911 services. By using CapTel for emergency calling, you agree that Sprint is not responsible for any damages resulting from errors, defects, malfunctions, interruptions or failures in accessing or attempting to access emergency services through CapTel, whether caused by the negligence of Sprint or otherwise. Sprint reserves the right to modify, extend or cancel offers at any time without notice. Other restrictions apply. For details, see www.sprintcapitel.com. ©2017 Sprint. Sprint and logos are trademarks of Sprint. CapTel is a registered trademark of Ultratec, Inc. Other registration marks are the property of their respective owners.

Alabama Relay Service

provides a communication bridge between hearing, deaf, hard-of-hearing, deaf-blind, speech-disabled, and late-deafened individuals!

Just Dial **7-1-1** or use these toll-free numbers:

Website:	alabamarelay.com
800-548-2546	TTY
800-548-2547	Voice
800-548-0259	Voice Carry-Over (VCO)
800-548-2546	Hearing Carry-Over (HCO)
800-548-8317	Spanish Relay
800-548-2928	Speech-to-Speech (STS)
844-302-0324	Deaf-Blind Pacing
900-230-4323	900 (Not Toll-Free)
800-676-3777	Customer Service
800-676-4290	Spanish Customer Service
877-787-1989	Speech-to-Speech Customer Service
866-931-9027	Voice Carry-Over Customer Service


* Some buildings with a PBX telephone system often in hotels and offices that have extension numbers make reaching 7-1-1 not possible. If you are unable to connect to 7-1-1, please use the alternative number given for each type of relay service call.

Alabama Relay Captioned Telephone Service

Free** Captioned Telephone Service by Alabama Relay enables individuals with a hearing loss to read what their caller says, while they speak and listen on the telephone.

- Built-in answering machine with captions
- Large, easy-to-read captions on a display screen with adjustable font sizes & colors
- Up to 40dB volume amplification for captioned calls***
- To order a CapTel® phone, go to www.alabamarelay.com/order

** CapTel users are responsible for their own long-distance charges.
*** When not using captions, max amplification is capped at 18dB



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TRS, CapTel, Customer Service, Equipment Distribution Program, URL Flyer:



Making telephone connections for hearing, deaf, hard-of-hearing, speech-disabled, deaf-blind, and late-deafened individuals!

Just **Dial 7-1-1** or use these toll-free numbers:

Traditional Relay Services

800-548-2546 TTY
800-548-2547 Voice
800-548-0259 Voice Carry-Over (VCO)
800-548-2546 Hearing Carry-Over (HCO)
800-548-8317 Relevé en Español (Spanish Relay)
800-548-2928 Speech-to-Speech (STS)
844-302-0324 Deaf-Blind Pacing
900-230-4323 900 Services (not toll-free)

Captioned Telephone Service (CapTel®)

877-243-2823 Voice to CapTel
866-217-3362 Voice to CapTel (Spanish)

Customer Service

800-676-3777 Alabama Relay
800-676-4290 Alabama Relay (Spanish)
888-269-7477 Captioned Telephone
866-670-9134 Captioned Telephone (Spanish)
877-787-1989 Speech-to-Speech (STS)

Equipment Distribution Program

Alabama Telecommunications Access Program (ATAP)
205-328-3989 (TTY/Voice)
www.alabamarelay.com/atap.html (website)

www.alabamarelay.com

* Some buildings with a PBX telephone system (often in hotels and offices that have extension numbers) make reaching 7-1-1 not possible. If you are unable to connect to 7-1-1, please use the alternative number given for each type of relay service call. Alabama Relay Service is provided by Sprint. CapTel® is a registered trademark of Ultratec, Inc.

Appendix I: Alabama Relay Literature (continued):

TRS Customer Profile Form (first page only):

Alabama Relay Customer Profile

For more information: www.alabamarelay.com/customerprofile



The Customer Profile form allows those of you who access relay through a toll-free number to submit your preferences. You will have the flexibility of updating your preferences as needed. Your information is confidential and secure. When completed, please return to:

Alabama Relay Customer Service
P.O. Box 29230 - KSOPHR0312-3A
Shawnee Mission, KS 66201-9230

or fax to 877-877-3291

If you have questions or need assistance, contact

Alabama Relay Customer Service:
800-676-3777 (Voice/TTY)
800-676-4290 (Español)
877-787-1989 (Speech-to-Speech)
866-931-9027 (Voice Carry-Over)
Sprint.TRSCustServ@sprint.com (Email)

Important Information for Speech-to-Speech (STS)

Alabama Relay Service offers a unique Customer Profile specifically designated for STS users. With Alabama Relay's system, persons calling STS users who have difficulty sharing telephone numbers can be automatically connected to the STS user at the STS user's registered locations.

Go to www.mysprintrelay.com.

After you enter your username and password, go to the menu list and click **STS Contacts**.

For assistance, call STS Customer Support at 877-787-1989.

Your Personal Information:

Last Name

First Name

Middle Initial

Area Code & Phone Number

Ext. Number

Street Address (No P.O. Box)

City

State

Zip

Email

Your Contact Numbers (For Sprint IP or Federal IP users only)

Area Code & Telephone Number

If you want to register to get your new 10-digit phone number, go to www.mysprintrelay.com/Login

Frequently Dialed Numbers (Speed Dial for Non-Emergency Calls):

Name: (Limit 30 characters per name)

Area Code & Phone Number

1

2

3

4

5

If you need to add more information, go to the *Additional Information* section on page 3.

1

Appendix I: Alabama Relay Literature (continued):

STS Customer Profile Form:

Alabama Relay STS Profile

For more information: www.alabamarelay.com/customerprofile



Access **My STS Profile** to decide how your calls are handled and update your preferences as needed.

Questions or need help with your customer profile, contact My Support:

Phone: 877-787-1989

Email: Sprint.TRSCustServ@sprint.com

When completed, please return to:

STS Customer Service

P.O. Box 29230 · KSOPHR0312-3A

Shawnee Mission, KS 66201-9230

or fax to 877-877-3291

All customer information is confidential and secure.

My Personal Information:

Last Name	First Name	
Area Code & Phone Number	Ext. Number	
Street Address (No P.O. Box)		
City	State	Zip
Email		

My Name:

Username	Password
----------	----------

My Place: What is your time zone? EST CST MST PST Other:

Location #1: (e.g., home)	Location #2: (e.g., office)	Location #3: (e.g., mobile phone)
Phone Number:	Phone Number:	Phone Number:
<input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday <input type="checkbox"/> Sunday	<input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday <input type="checkbox"/> Sunday	<input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday <input type="checkbox"/> Sunday
Time:	Time:	Time:
From am / pm	From am / pm	From am / pm
Until am / pm	Until am / pm	Until am / pm

1

Alabama Relay STS Profile

My Preferences:

My Operator Preference ☐ Female ☐ Male ☐ No Preference
My Language Preference ☐ English ☐ Spanish

My Style: ☐ Repeat everything ☐ Repeat when unclear

My Phone Book (Speed Dial for Non-Emergency Calls):

	Name (Limit 30 characters per name)	Area Code & Phone Number
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		

My Emergency Contacts:

	Name (Limit 30 characters per name)	Area Code & Phone Number
1		
2		
3		
4		
5		

Alabama Relay STS Profile

My Blocks:

- ☐ No Long-Distance Calls ☐ No 800 Number ☐ No Marine Calls ☐ No Operator Assistance
☐ No International Calls ☐ No 900 Number ☐ No 976 Number ☐ No Directory Assistance

My Blocked Numbers:

	Name (Limit 30 characters per name)	Area Code & Phone Number
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

My Notes: (Limit 60 characters per note)

1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

Security Question: *'We do not share your information with other parties.'*

What is your security question?

What is your answer?

Appendix I: Alabama Relay Literature (continued):

CapTel 840 Instructional Flyer:

ALABAMA RELAY CAPTIONED TELEPHONE SERVICE



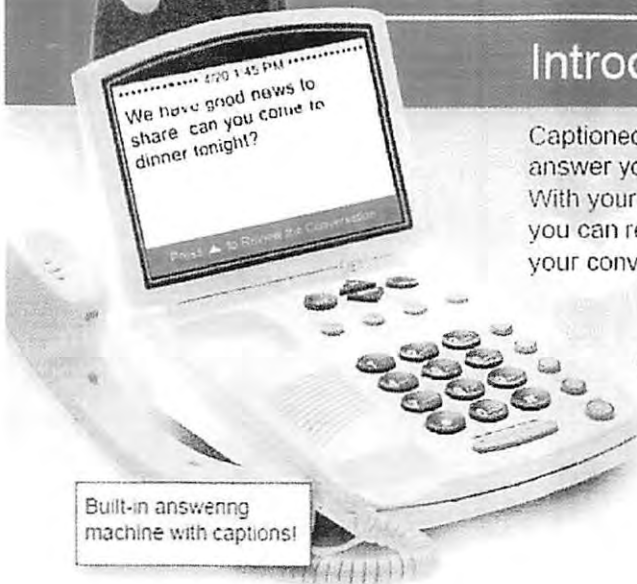
*"I'm sorry.
Can you repeat
that, please?"*

- When the phone rings, do you feel **stressed**?
- Are you worried that you won't understand the person calling you?
- Do you look around to see if someone else can answer the phone?

Well, worry ***no more!***

Introducing CapTel® 840

Captioned Telephone Service allows you to answer your calls with confidence. With your new CapTel® 840 you can relax and enjoy your conversations again!



Built-in answering machine with captions!

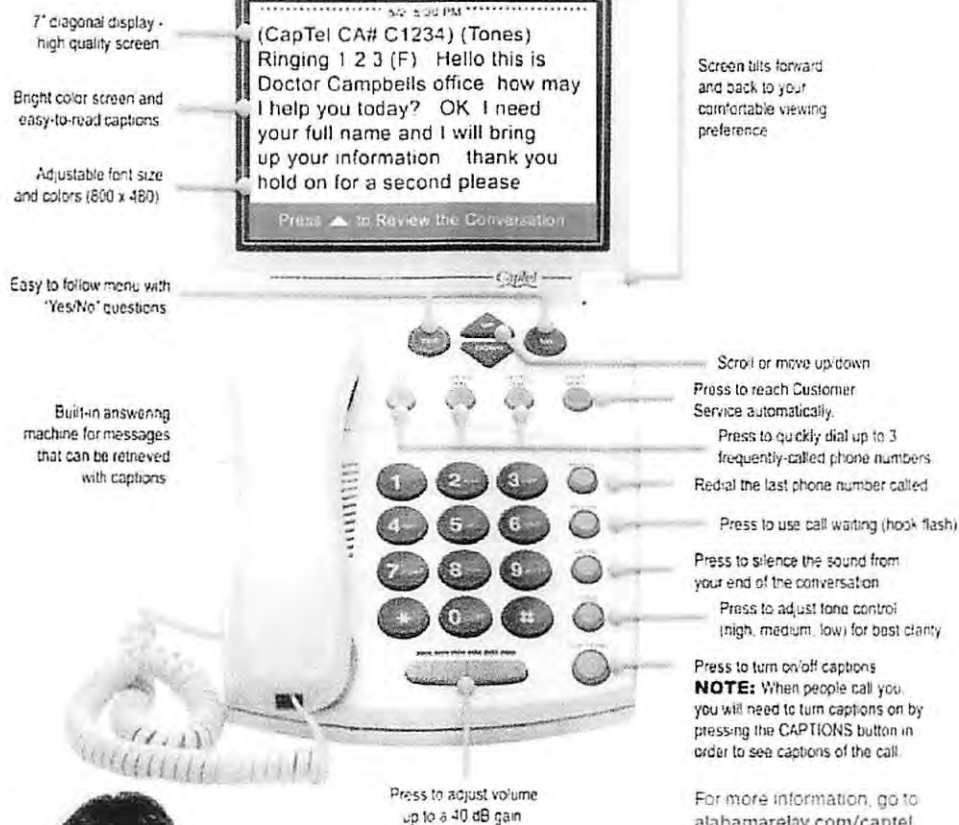
*"Yes,
I'd love to!"*



For more information: alabamarelay.com/captel
To order a CapTel® 840 phone, call 800-233-9130

Stressed when the phone rings?
Not you – not anymore!

CAPTEL 840 FEATURES



How to get a CapTel 840

- weitbrecht.com/captel-alabama.html
- 800-233-9130
- For more information, contact:
 - Missy McManus, Customer Relations Manager
 - melissa.mcmanus@sprint.com

CapTel is a registered trademark of United States Access Fund, Inc. A 501(c)(3) organization.

Appendix J: Alabama Relay Website

Selected Screenshots - Homepage:

The screenshot shows the Alabama Relay website homepage. At the top is a banner with the text "Dial Quickly & Converse Easily" and images of people using relay services. Below the banner is a navigation bar with links: About, Traditional Relay, Captioned Telephone, Spanish Relay, Distribution Program, Internet Relay, and Contact Us. The main content area is divided into several sections. On the left, there are two boxes: "NEW: CAPTEL TESTIMONIAL VIDEOS" with a "click here to watch" link, and "NEW SERVICE: Speech-to-Speech Email Set Up" with a "Click here to learn more" link. In the center, there is a large box titled "GET A NEW DEVICE THE EASY WAY" featuring two men, one using a phone and the other using sign language. Below this box is a link to "Click to watch the ASL Video: Sprint Relay 24-Month Installation Plan". To the right of the central box, there is a section titled "At Quick Glance" with links to "NEW PHONE CapTel 24-00i BUY NOW!", "Please Don't Hang Up", "Alabama Relay Customer Profile", "Service Feedback", and "FAQs". At the bottom left, there is a section titled "Dial 7-1-1 & Welcome to the Alabama Relay website!" with a description of the service and a link to "Print the Alabama Relay Directory". At the bottom center, there is a photo of a woman with her arms crossed, and a "PLAY AGAIN" button below it.

Dial Quickly & Converse Easily

Alabama RELAY
7-1-1

[About](#) | [Traditional Relay](#) | [Captioned Telephone](#) | [Spanish Relay](#) | [Distribution Program](#) | [Internet Relay](#) | [Contact Us](#)

NEW: CAPTEL TESTIMONIAL VIDEOS
[click here to watch](#)

NEW SERVICE: Speech-to-Speech Email Set Up
[Click here to learn more](#)

GET A NEW DEVICE THE EASY WAY
[Click to watch the ASL Video: Sprint Relay 24-Month Installation Plan](#)

At Quick Glance

- NEW PHONE CapTel 24-00i BUY NOW!**
- [Please Don't Hang Up](#)
- [Alabama Relay Customer Profile](#)
- [Service Feedback](#)
- [FAQs](#)

Dial 7-1-1 & Welcome to the Alabama Relay website!

A free public service for communication between standard (voice) users and persons who are deaf, hard-of-hearing, deaf-blind, and speech-disabled using text telephones (TTYs) or PCs via the Internet.

7-1-1 and other telephone numbers provided by Alabama Relay.

[Print the Alabama Relay Directory](#)

PLAY AGAIN

Alabama Relay Website Screenshot - TTY:



[About](#) | [Traditional Relay](#) | [Captioned Telephone](#) | [Spanish Relay](#) | [Distribution Program](#) | [Internet Relay](#) | [Contact Us](#)

TTY:

TeleBraille

Voice

Spanish

Voice Carry-Over

Speech-to-Speech

Hearing Carry-Over

900 Toll Service

International Calling

TTY Public Payphones

Directory Assistance

Answering Machine

Emergency Call

[Print Relay Directory](#)



TTY:

Dial 7-1-1 or 1-800-548-2546

A person who is deaf, hard-of-hearing, deaf-blind, or speech-disabled uses a TTY to type his/her conversation to a Relay Operator, who then reads the typed conversation to a hearing person. The Relay Operator relays the hearing person's spoken words by typing them back to the TTY user.



For more information:



[How TTY to Voice Works](#)

At a Quick Glance



[Please Don't Hang Up](#)



[Alabama Relay Customer Profile](#)



[Service Feedback](#)



[FAQs](#)

Alabama Relay Website Screenshot - Spanish Relay:



[About](#) | [Traditional Relay](#) | [Captioned Telephone](#) | [Spanish Relay](#) | [Distribution Program](#) | [Internet Relay](#) | [Contact Us](#)

TTY

[TeleBraille](#)

[Voice](#)

[Spanish](#)

[Voice Carry-Over](#)

[Speech-to-Speech](#)

[Hearing Carry-Over](#)

[900 Toll Service](#)

[International Calling](#)

[TTY Public Payphones](#)

[Directory Assistance](#)

[Answering Machine](#)

[Emergency Call](#)

[Print Relay Directory](#)



Spanish/Español Relay:

Spanish-to-Spanish:

Dial 7-1-1 or 1-800-548-8317.

Alabama Relay offers Spanish relay service for our Spanish-speaking customers. TTY users can type in Spanish and the conversations will be relayed in Spanish to the called party.

Alabama Relay ofrece servicio de retransmisión en español para nuestros clientes de habla hispana. Los usuarios de TTY pueden escribir en español y las conversaciones serán transmitidas en español a la parte llamada.

At a Quick Glance



Please
Don't Hang Up



Alabama
Relay
Customer
Profile



Service
Feedback



FAQs



For more information:



How Spanish Relay
Works



¿Cómo funciona el
servicio de relevo
en español?

Alabama Relay Website Screenshot - Equipment Distribution Program (ATAP):



Dial Quickly & Converse Easily

Alabama RELAY
7-1-1

[About](#) | [Traditional Relay](#) | [Captioned Telephone](#) | [Spanish Relay](#) | [Distribution Program](#) | [Internet Relay](#) | [Contact Us](#)

What is ATAP?

Contact Information

Alabama Telecommunications Access Program (ATAP)

The Alabama Telecommunications Access Program (ATAP) provides TTYs and other adaptive equipment to Alabamians with Hearing loss and speech disabilities who require special equipment to access the telephone system from their Local and/or Long Distance Telecommunication carriers.

Qualifying individuals may receive services and assistive equipment at little or no cost.

Eligibility is based on verification of one's hearing loss and a family's financial status. The level of the individual's financial participation is determined by a sliding fee scale if triggered by the level of family's financial status.



At a Quick Glance

-  [Please Don't Hang Up](#)
-  [Alabama Relay Customer Profile](#)
-  [Service Feedback](#)
-  [FAQs](#)

What Type of Equipment is Available?

- TTY, large visual display(LVD)TTYs and Captel
- Amplified phones and ring/flashers
- Voice carry-over and hearing carry-over telephones
- In-Home Notification systems for door, phone, etc
- TTY software and corresponding modem for a personal computer
- Other adaptive equipment needed to connect to the telephone system


For more information, contact:

 [ATAP Contact Information](#)


Alabama Relay Website Screenshot – Service Feedback:

[Contact Us](#)
[Service Feedback](#)

Service Feedback



Are you satisfied with the Alabama Relay Service?







Do you have any complaints, comments, concerns or suggestions for us?

Please fill out the form below and press the gray "Submit" button when you are finished. The Alabama Relay Customer Relations Manager or a representative will respond to you within two business days.

All information you provide us will be strictly confidential. No information you provide will be used by Alabama Relay for any other purpose beyond response and resolution without the express consent.

At a Quick Glance

-  [Please Don't Hang Up](#)
-  [Alabama Relay Customer Profile](#)
-  [Service Feedback](#)
-  [FAQs](#)

Date of Report:

Your Name:

Your E-mail:

Type of Contact:

- ☐ Compliment
- ☐ Complaint
- ☐ Question
- ☐ Other

Brief Description of Issue or Question:

Would you like someone to contact you regarding this feedback?
☐ Yes ☐ No

Appendix K: Order Establishing Funds for Alabama Relay



STATE OF ALABAMA
ALABAMA PUBLIC SERVICE COMMISSION
STATE OFFICE BUILDING
P O BOX 901
MONTGOMERY, ALABAMA 36101

JOE GULAWAN, PRESIDENT
LYNN GREEN, SECRETARY / DEPUTY SECRETARY
CHARLES B. MARTIN, ASSOCIATE COMMISSIONER

WALLACE TIMMONS
SECRETARY

ALL TELEPHONE COMPANIES OPERATING
IN THE STATE OF ALABAMA

IN RE: Statewide telephone
relay system for the hear-
ing and/or speech impaired.

INFORMAL DOCKET U-3089

ORDER

BY THE COMMISSION:

By notice issued August 4, 1987, this Commission sought comments pertaining to the establishment of a dual-party relay system which would entitle the hearing and speech impaired community of Alabama to the same access and use of the telephone network as those without such impairments. Comments have been received from AT&T Communications of the South Central States, Inc.; Continental Telephone Company of the South - Alabama; General Telephone Company of the South; South Central Bell Telephone Company; and Hopper Telecommunications Company, Inc. All comments received were supportive of implementation of this system.

Upon review of the comments received and upon further studies and investigation into this matter, the Commission is of the opinion that the implementation of a dual-party relay system will create numerous benefits for the citizens of Alabama. Its implementation will have a positive effect on the business community, will expand the job market in Alabama, and will benefit all hearing impaired as well as the handicapped community as a whole. It is the stated policy of this Commission to achieve universal telephone service to all citizens of this state and the dual-party relay system will be a substantial step forward in achieving this goal.

The Commission, being of the opinion that the implementation of the dual-party relay system is in the best interest of all citizens of Alabama, hereby states its intention to achieve implementation of this system at the earliest possible date and solicits the cooperation of all local exchange companies in the State to achieve same.

Appendix K (continued):

Page 2:

Informal Docket U-3089 - #2


IT IS, THEREFORE, ORDERED BY THE COMMISSION, That the dual-party relay system is to be implemented in the State of Alabama.

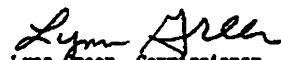
IT IS FURTHER ORDERED BY THE COMMISSION, That all telephone companies and Commission staff pursue investigations into this matter in order to achieve such implementation.

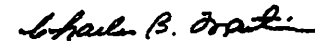
IT IS FURTHER ORDERED, That this order shall be effective as of the date hereof.

DATED at Montgomery, Alabama, this 10th day of December, 1987.

ALABAMA PUBLIC SERVICE COMMISSION


Jim Sullivan, President


Lynn Greer, Commissioner


Charles B. Martin, Commissioner

ATTEST: A True Copy

Wallace Tidmore, Secretary

Appendix K (continued):

Order for Surcharge to Support Alabama Relay Services:

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S. 38

By: Senator Dial

Enrolled, An Act,

To authorize and empower the public service commission to impose a surcharge on customers of telephone companies in the State in order to provide telephone service to persons with hearing and speech impairments.

BE IT ENACTED BY THE LEGISLATURE OF ALABAMA:

Section 1. The Alabama Public Service Commission shall impose a surcharge on each access line of each customer of the local exchange companies operating in Alabama to fund a dual-party relay system whereby a deaf or hearing-impaired person may communicate with other such persons or with normal hearing persons via telephone.

Section 2. The Alabama Public Service Commission shall establish the amount to be imposed based on the amount of funding necessary to implement and maintain such system. However, no additional fees other than said surcharge may be imposed on any user of this deaf and hearing-impaired service.

Section 3. The local exchange companies shall collect the surcharge from their customers and transfer the monies collected to a private fund to be held separate from all other funds and used solely for the administration of this system. The surcharge collected by the local exchange companies from their customers shall not be subject to the Utility Gross Receipts Tax levied under Sections 40-21-80 through 40-21-87 of the Code of Alabama 1975, or the Utility Use Tax levied under Sections 40-21-100 through 40-21-107 of the Code of Alabama 1975, nor shall such collections be

88-289
No. _____
RECEIVED
APR 1 1988
Time 2:50 PM
Governor's Office

Appendix K (continued):

Page 2:

1 included in the Gross Receipts subject to tax under Section
2 40-21-38 of the Code of Alabama 1975, or the Supervision and
3 Inspection Fees under Sections 37-4-23 and 37-4-24 of the
4 Code of Alabama 1975.

5 Section 4. The Alabama Public Service Commission
6 shall be charged with implementation of such dual-party relay
7 system within the state and shall establish the procedures
8 for continuation of same.

9 Section 5. This Act shall become effective
10 immediately upon its passage and approval by the Governor, or
11 upon its otherwise becoming law.

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President and Presiding Officer of the Senate


Speaker of the House of Representatives

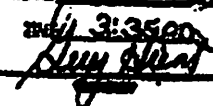
S. 38

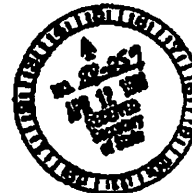
Senate 2-11-88
I hereby certify that the within Act originated in and passed
the Senate, as amended.

McDowell Lee,
Secretary

House of Representatives
Passed 3-31-88

By: Senator Dial

APPROVED 4/12 1988
3:35 PM




Appendix L: Order/Bill Showing Relay Surcharge

JIM GULAKOW, PRESIDENT
JAN COOK, ASSOCIATE COMMISSIONER
CHARLES S. MARTIN, ASSOCIATE COMMISSIONER

WILLACE TAYLOR
SECRETARY

**ALL TELEPHONE COMPANIES
OPERATING IN THE STATE
OF ALABAMA**

**IN RE: Statewide Tele-
phone Relay System for
Hearing and/or Speech
Impaired**

INFORMAL DOCKET U-3089

FURTHER ORDER

BY THE COMMISSION:

By our Order of April 10, 1990, we ordered all local exchange telephone companies operating in Alabama to adjust the monthly surcharge for the Dual Party Relay System to \$.10 per access line per month effective with their May, 1990 billing cycles.

We have been advised by Coopers and Lybrand and the Alabama Relay Center Fund Administrrating Committee that the Dual-Party Relay System Trust Fund, pursuant to audit, faces a deficit which must be remedied.

IT IS, THEREFORE, ORDERED BY THE COMMISSION, That all local exchange telephone companies operating in Alabama adjust the monthly surcharge for the Dual Party Relay System to \$.15 per access line per month effective after the normal billing cycle beginning January 1, 1995.

IT IS FURTHER ORDERED BY THE COMMISSION, That any company presently absorbing the \$.10 surcharge shall continue to absorb the additional \$.05 surcharge.

IT IS FURTHER ORDERED BY THE COMMISSION, That any company presently passing on the \$.10 surcharge shall pass on the additional \$.05 surcharge.

IT IS FURTHER ORDERED, That this Order is effective as of this date.

DONE at Montgomery, Alabama, this 9th day of December,
1994.

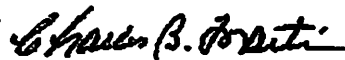
ALABAMA PUBLIC SERVICE COMMISSION



Jim Sullivan, President

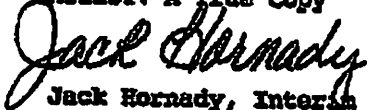


Jan Cook, Commissioner



Charles B. Martin, Commissioner

ATTEST: A True Copy



Jack Hornady, Interim Secretary



Plans and Services

Surcharges and Other Fees - Continued

Item No.	Description	Quantity	
1.	Federal Subscriber Line Charge	1	0.50
Total Surcharges and Other Fees			0.05

Government Fees and Taxes

Item No.	Description	Quantity	
2.	Federal Excise Tax		1.34
3.	AL - State/Local Tax		2.70
4.	Telecommunications Relay Svc	1	.15
5.	Emergency 911 Service	1	1.75
Total Government Fees and Taxes			5.94

Total Plans and Services 59.05

AT&T Long Distance Service

Monthly Service

Type of Service	Period	
6. Unlimited NW Call Plus 1 Monthly Fee	04/17-05/16	8.00

Call Charges

Domestic Usage Summary

Domestic Minutes Used	
Total Domestic Minutes Used	0

Surcharges and Other Fees

7. Federal Universal Service Fee		1.15
8. Carrier Cost Recovery Fee	04/17-05/16	2.24
Total Surcharges and Other Fees		3.40

Government Fees and Taxes

9. AL - State/Local Tax		.66
-------------------------	--	-----

Total AT&T Long Distance Service 12.06

Internet Services

Important Information

NOTICE: Charges appearing in this section are for services provided by AT&T Corp. and/or by BellSouth Telecommunications, LLC.

Itemized Charges and Credits

Billed on Behalf of BellSouth Telecommunications, Inc.
Questions Concerning Internet Charges (180000)
Call Toll Free 1 888 321-2375

Charges for Mar 09, 2017 thru Apr 30, 2017
AT&T Internet Charges

10. FastAccess(R) Ultra Service from Mar 09 thru Mar 31	34.13
11. FastAccess(R) Ultra Service from Apr 01 thru Apr 30	46.00
12. FastAccess(R) Ultra Service from Mar 09 thru Mar 31	32.65CR
Total Billed on Behalf of BellSouth Telecommunications, Inc	47.48
Total Itemized Charges and Credits	47.48

Total Internet Services 47.48

News You Can Use

PREVENT DISCONNECT

Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges MUST be paid in order to prevent interruption of basic local service. These charges, which do not include third-party charges, are already included in the Total Amount Due and are \$118.61. Also, neglecting to pay for remaining charges may result in interruption or removal of these remaining services or further collection action.

CARRIER INFORMATION

Our records indicate that you have selected AT&T Long Distance Service or a company that resells their services as your primary local toll carrier and AT&T Long Distance Service or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records.

ELECTRONIC PAYMENTS

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at att.com.

MOVING SOON?

Stay connected with AT&T. Please visit us online at att.com/move or call 800.MOVE.ATT (800.668.3268). Moves of Lifeline service must be placed via phone.

ONLINE BILL SUPPORT

Register at att.com/managemyaccount to view or pay your bill, manage your account online, sign up for paperless billing, or enroll in AutoPay. It's quick, easy, and available 24x7!

MAKING PAYMENTS EASY

AT&T offers several convenient ways to pay your bill. You can pay online at att.com/myatt, use the myAT&T app on your smartphone, or visit your local AT&T Mobility retail store. Try it today!

FC PUBLIC NOTICE

Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

News Media Information 202-418-0500
Internet: <http://www.fcc.gov>
TTY: 1-888-835-8322

DA 13-1530
Released: July 8, 2013

NOTICE OF CERTIFICATION OF STATE TELECOMMUNICATIONS RELAY SERVICES (TRS) PROGRAMS

CC DOCKET NO. 03-123

The Federal Communications Commission's (FCC or Commission) Consumer and Governmental Affairs Bureau (Bureau) hereby grants certification to the state telecommunication relay services (TRS) programs listed below,¹ pursuant to Title IV of the Americans with Disabilities Act (ADA), 47 U.S.C. § 225(f)(2), and section 64.606(b) of the Commission's rules.² On the basis of the state applications received, the Bureau has determined that:

- (1) The TRS programs of the listed states meet or exceed all operational, technical, and functional minimum standards contained in section 64.604 of the Commission's rules;³
- (2) The TRS programs of the listed states make available adequate procedures and remedies for enforcing the requirements of their state programs;⁴ and
- (3) The TRS programs of the listed states in no way conflict with federal law.

The Bureau also has determined that, where applicable, the intrastate funding mechanisms of the listed states are labeled in a manner that promotes national understanding of TRS and does not offend the public, consistent with section 64.606(d) of the Commission's rules.⁵

Because the Commission may adopt changes to the rules governing relay programs, including state relay programs, the certification granted herein is conditioned on a demonstration of ongoing compliance with any additional new rules that are adopted by the Commission. The Commission will provide guidance to the states, as needed, to ensure compliance with such rule changes.

This certification, as conditioned herein, shall remain in effect for a five (5) year period, beginning July 26, 2013, and ending July 25, 2018, pursuant to 47 C.F.R. § 64.606(c). One year prior to the expiration of this certification, July 25, 2017, the states may apply for renewal of their TRS program.

¹ For purposes of this proceeding, the term "states" refers to states, U.S. territories, and the District of Columbia, where applicable.

² 47 C.F.R. § 64.606(b).

³ 47 U.S.C. § 225(f)(2)(A); 47 C.F.R. § 64.604.

⁴ 47 U.S.C. § 225(f)(2)(B).

⁵ 47 C.F.R. § 64.606(d).

certification by filing documentation in accordance with the Commission's rules, pursuant to 47 C.F.R. §§ 64.606(a) and (b).

STATES APPROVED FOR CERTIFICATION

File No: TRS-46-11 Alabama Public Service Commission State of Alabama	File No: TRS-19-11 Department of Commerce State of Alaska
File No: TRS-47-11 Arkansas Deaf and Hearing Impaired State of Arkansas	File No: TRS-01-11 Commission for the Deaf and Hard of Hearing State of Arizona
File No: TRS-32-11 California Public Utilities Commission State of California	File No: TRS-23-11 Colorado Public Utilities Commission State of Colorado
File No: TRS-48-11 Connecticut Department of Public Utility State of Connecticut	File No: TRS-35-11 Delaware Public Service Commission State of Delaware
File No: TRS-49-11 Public Service Commission District of Columbia	File No: TRS-50-11 Florida Public Service Commission State of Florida
File No: TRS-51-11 Georgia Public Service Commission State of Georgia	File No: TRS-21-11 Hawaii Public Utilities Commission State of Hawaii
File No: TRS-43-11 Idaho Public Service Commission State of Idaho	File No: TRS-10-11 Illinois Commerce Commission State of Illinois
File No: TRS-08-11 Indiana Telephone Relay Access Corporation State of Indiana	File No: TRS-03-11 Iowa Utilities Board State of Iowa
File No: TRS-07-11 Kansas Relay Services, Inc. State of Kansas	File No: TRS-52-11 Kentucky Public Service Commission Commonwealth of Kentucky
File No: TRS-13-11 Louisiana Relay Administration Board State of Louisiana	File No: TRS-53-11 Maine Public Utilities Commission State of Maine
File No: TRS-33-11 Telecommunications Access of Maryland State of Maryland	File No: TRS-34-11 Department of Telecommunications and Energy Commonwealth of Massachusetts

File No: TRS-61-11
Virgin Islands Public Service Commission
U.S. Virgin Islands

File No: TRS-09-11
Public Service Commission
State of Utah

File No: TRS-44-11
Vermont Department of Public Service
State of Vermont

File No: TRS-04-11
Department for the Deaf and Hard of Hearing
Commonwealth of Virginia

File No: TRS-17-11
Office of the Deaf and Hard of Hearing
State of Washington

File No: TRS-06-11
Public Service Commission of West Virginia
State of West Virginia

File No: TRS-01-11
Wisconsin Department of Administration
State of Wisconsin

File No: TRS-18-11
Division of Vocational Rehabilitation
State of Wyoming

The full text of this *Public Notice* and filings will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW, Room CY-A257, Washington, DC 20554. This document and copies of subsequently filed documents in this matter may also be purchased from the Commission's duplicating contractor, Best Copy and Printing, Inc. (BCPI), Portals II, 445 12th Street, SW, Room CY-B402, Washington, DC 20554. Customers may contact BCPI at their website: www.bcpweb.com or call (202) 488-5300. Filings may also be viewed on the Commission's Electronic Comment Filing System (ECFS) at <http://apps.fcc.gov/ecfs/> (insert docket No. 03-123 in the proceeding number fill-in block, and the state identification number, (e.g., TRS-46-12) assigned for that specific state application in the bureau identification number fill-in block).

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to fcc304@fcc.gov or call the Consumer and Governmental Affairs Bureau at (202) 418-0530 (voice), (202) 418-0432 (TTY). This *Public Notice* can also be downloaded in Word and Portable Document Format (PDF) at <http://www.fcc.gov/encyclopedia/telecommunications-relay-services-trs>.

For further information regarding this *Public Notice*, contact Dana Wilson, Consumer and Governmental Affairs Bureau, Disabilities Rights Office, (202) 418-2147 (voice), or e-mail Dana.Wilson@fcc.gov.

- FCC -